

Customer Letter Example

**Subject: Emissions Recall 24CV - Inlet Air Box Housing Snow Flap
2009-2014 MY Volkswagen 2.0L TDI Engine Vehicles (Generation I)**

Dear Volkswagen Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on 2009-2014 MY Volkswagen 2.0L TDI engine vehicles (Generation I). Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	<p>The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.</p> <p>The oxygen sensor will be checked during this service and, if measured degradation tolerances are met, the sensor will be replaced.</p>
What will we do?	<p>Your authorized Volkswagen dealer will install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.</p>
What should you do?	<p>In order to limit any possible inconvenience, please contact your authorized Volkswagen dealer as soon as possible to schedule this service. For your convenience, you can also visit www.vw.com and click on the "Owners" link to locate a dealer near you and schedule this service online.</p>
Lease vehicles and address changes	<p>If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.</p>
Important information for California Vehicle Owners – California Regulations	<p>California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, please make sure that this campaign is completed prior to the renewal of your vehicle registration, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.</p>
Can we assist you further?	<p>If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.</p>
Checking your vehicle for open Recalls and Service Campaigns	<p>To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the Look Up Recalls link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.</p>

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (USA only)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Recall 23W1 – Inlet Air Box Housing Snow Flap
2010-2013 MY Audi A3 2.0L TDI Engine Vehicles (Generation I)**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions recall on certain 2010-2013 MY Audi A3 2.0L TDI engine vehicles (Generation I). Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	<p>The snow flap in the inlet air box housing may remain partially to fully open. Should this occur, excess warm air could enter the air intake through the snow flap inlet.</p> <p>The oxygen sensor will be checked during this service and, if measured degradation tolerances are met, the sensor will be replaced.</p>
What will we do?	<p>Your authorized Volkswagen dealer will install an improved inlet air box housing snow flap and, if measured degradation tolerances are met, replace the oxygen sensor. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.</p>
What should you do?	<p>In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.</p>
Lease vehicles and address changes	<p>If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.</p>
Important information for California Vehicle Owners – <u>California Regulations</u>	<p>California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, please make sure that this campaign is completed prior to the renewal of your vehicle registration, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.</p>
Reimbursement of Expenses	<p>If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.</p>
Can we assist you further?	<p>If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.</p>
Checking your vehicle for open Recalls and Service Campaigns	<p>To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).</p>

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2017 Audi of America, Inc. All Rights Reserved.

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